



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

INFORMATIONAL LETTER NO. 747

September 16, 2008

TO: Individual Consumer Directed Attendant Care (CDAC) Providers

ISSUED BY: Iowa Department of Human Services, Iowa Medicaid Enterprise

RE: Specialized Customer Services Team

EFFECTIVE: September 22, 2008

The Iowa Medicaid Enterprise (IME) is pleased to announce an improvement for our Individual CDAC providers. Effective September 22, 2008, Individual CDAC providers will have their own call center for customer service support. This new unit of dedicated customer service representatives will focus only on Individual CDAC provider concerns.

On and after **September 22, 2008**, if you need to call the Medicaid provider service support center, you will have a new option. Individual CDAC providers will be prompted to select option #3, which will take you directly to our Individual CDAC call center. Customer service representatives with special training and tools to assist you will support this call center. If you forget to choose option #3 you will reach our general call center and the representative will place you back into the main queue and ask that you select option #3.

The main phone numbers will not change: call 515-725-1004 in the Des Moines area or 1-800-338-7909 from everywhere else. On and after September 22, 2008 you will be prompted to select option #3 to reach the Individual CDAC representatives.

We are very excited about this improvement and know that you will enjoy working with our dedicated team of representatives. The IME is committed to improving our service to you and appreciates your partnership as we work together to serve the needs of Iowa Medicaid members.